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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl et al.  
Appl. No.: 09/254,101  
Conf. No.: 6476  
Filed: March 1, 1999  
Title: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC  
CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE  
ANSWERING SYSTEM  
Art Unit: 2645  
Examiner: Allan Hoosain  
Docket No.: 112740-072

Mail Stop No Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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JUN 11 2003  
Technology Center 2600

RESPONSE TO OFFICE ACTION

Enter  
AA  
8/24/04

Sir:

This Response is submitted in response to the final Office Action dated March 4, 2003. Applicants respectfully request amendment and reconsideration of the patent application. The Examiner is invited to call Applicants' Representative to discuss any issues with this Application.

This Response is submitted in the revised format now permitted for Office Action responses.

Listing of Claims begins on page 2 of this Response.

Remarks begin on page 18 of this Response.

06/11/2003 MAHMED1 00000088 09254101

01 FC:1201	672.00 OP
02 FC:1202	126.00 OP